

Virginia Medicaid Web Portal
Automated Response System (ARS)
Frequently Asked Questions

General Questions:

What functionality is available for the provider community on the Virginia Medicaid Web Portal?

Registered and enrolled providers after security validation can access the following functions:

- Member Eligibility Inquiry
- Member Service Limit Inquiry
- Service Authorization Log
- Claims Status Inquiry
- Claims Payment History
- Provider Services & Resources (information, documentation & informational links)

Is there any cost for using the Automated Response System functionality?

There is no charge to use the Virginia Medicaid Web Portal.

Can a non-contracting provider access the secured area of the Virginia Medicaid Web Portal?

Yes, all providers can access the public pages of the portal, but only providers that completed the Provider Enrollment process and their registration is approved can access the secured functions of the portal.

Is the system HIPAA compliant?

Yes, HIPAA-covered portions of the system, 270/271 Eligibility and 276/277 Claims Status are HIPAA compliant. The HIPAA standards have an exception called Direct Data Entry (DDE). HIPAA-covered portions of the system do "use applicable data content and data conditions of the standard".

Eligibility and Service Limits Verification

Do I have to check eligibility every time I see a Virginia Medicaid Member?

It is recommended that a provider verify eligibility before a member is seen, in order to avoid any claims payment issues.

How can I check Member Eligibility?

Enter Member ID in the Eligibility Inquiry screen and click on the Search button. The system will display search results with all the Member Information. Select Member row from the search list and check for Service To and Service From dates.

On the Member Eligibility Response screen, what is “Lock-in” type?

Lock-in type indicates that the member can receive services only from certain providers or only with authorization from that provider.

How far back can historical Member Eligibility be checked?

The eligibility can be retrieved for a member since their initial enrollment into the program.

What Service Dates can I use?

The Service From date must be less than the Service To date. The To Date cannot be in the future. If no Service To date is entered, it's assumed to be the current date.

What if I don't know the Member ID or Service Dates?

Member ID is required in order to retrieve eligibility information. Service Dates are optional fields that help limit the search results.

I've just found that a given Member is eligible. Can I check another Member?

Yes, just use "Choose a Different Member" button" to get back to the members search results screen and select another Member row to display.

How do I inquire on Member Service Limits?

Fill out the Service limits screen and Click on Search button. System displays Search Results with Member Information like Service From, Service To, Units Remaining etc.

Claim Status

How do providers check the status of a claim online?

Providers should follow these steps in order to check the status of a claim:

- Click the Claims tab on the Provider Home page.
- System redirects user to the Claims Main page
- Click on the “Claims Status Inquiry” link.
- Enter the Claim Information into the following fields
 - Billing Provider Number (required)
 - Any of the optional fields below (if desired/known)
 - ICN (Inquiry Claim Number)
 - Claim Service Period Begin date

- Claim Service Period End date
 - Member ID
- Finally, Click on the “Search” button to get the Claim Status Information

Does Claims Status Inquiry include pended claims?

Yes.

How does this compare with the HIPAA 835?

As a result of a claim, the 835 comes from the portal automatically in a batch of transactions. The 835 contains more information on claim status. This is not relevant to the inquiry on the web.

What's an ICN?

It is the claim number assigned by ACS when the claim was received.

What if I don't have the ICN?

The only required field for Claims Status Inquiry is the Billing Provider. All other fields are optional and used in limiting the search results.

Any of the optional fields below can be used (if desired/known)

- Claim Service Period Begin date
- Claim Service Period End date
- Member ID

What dates can I use?

The Service From date must be less than the Service To date. The To Date cannot be in the future. If no Service To date is entered, it's assumed to be the current date.

Is there a limit to the number of claims that a provider can check on line per member and date of service?

No limits

Service Authorization (SA) Log

Can I authorize a procedure for a patient?

No, the SA Log is a historical list of service authorizations. In other words, the SA Log shows the results of previous, successful authorizations.

How can I find out the status of my service authorization?

Follow these steps in order to find the Service Authorization status

- Click the Service Authorization tab on the Provider Home Page
- Select Service Authorization Log from the drop down menu.
- System redirects the user to View Authorization Request

- Enter the required Billing Provider ID
- Click the Search button.
- System displays all the results for this Billing Provider

Can a provider search for a serviced authorization by member ID and date of service?

Billing Provider ID is required. In addition, the following optional fields can be utilized to limit search results:

- Member ID
- Service Authorization ID
- Header Status
- Service (procedure) Code
- Modifier(s)
- Begin and/or End Dates

Technical Questions

Who would I contact if I experience problems while trying to log in?

Please contact the Help Desk. To get the Help Desk contact information, click on the Contact Us link placed at the right corner of the Provider Home Page.

When attempting to login, I received a screen with a message, 'This Page can not be displayed'. What does this mean?

There are several reasons for this message. Please check each.

- You may not have the latest version of the browser. 128-bit is required. Follow your company procedures to have the newest version of the browser installed
- Your Internet connection may be down or disconnected
- The ACS network may be down. Contact the Help Desk

My password won't work.

The password is case sensitive. If necessary, turn your Caps Lock key (on your keyboard) off. If you are unable to resolve, please contact the Help Desk. To get the Help Desk contact information, click on the Contact Us link placed at the right corner of the Provider Home Page.

What are my technical requirements for using the web portal?

You need Internet browser – Microsoft Internet explorer 6.0 or higher
 Browser encryption – 128 bit
 Adobe Reader, Version – 3.0 or higher

Why was I automatically logged out while I was working in the portal?

If you are inactive for 30 minutes and receive the Session Timeout Warning pop-up but continue working without clicking the 'Continue Working' button, you will be automatically logged out 5 minutes after receiving the warning. To avoid this, please be sure to click the 'Continue Working' button when you receive the warning message.